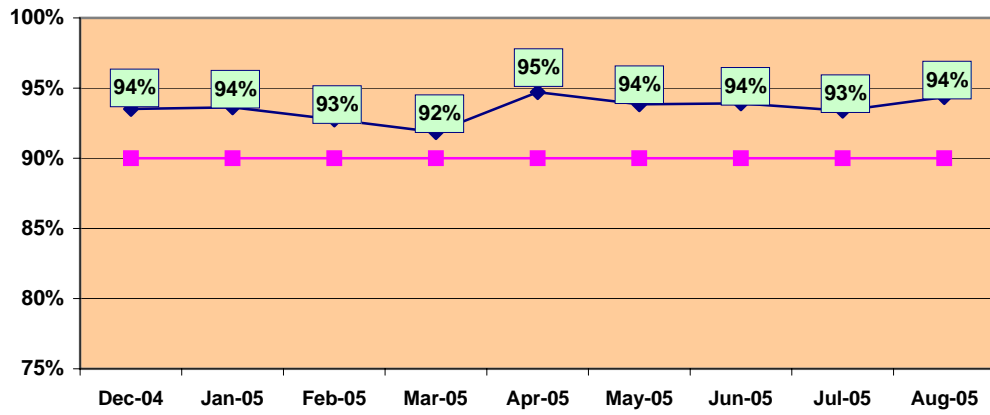


**Service Agreement - Customer Contacted Within 2 Hours
(Percentage of all OIT Tickets)**



Total Tickets

1756

1821

1767

2321

1930

1998

2397

1982

2480

◆ Percentage

■ Goal